

## Frequently asked questions

Product support help sheet for:

- [How do I switch on/off new bills and coins?](#)

Other help sheets available to download:

- My device is miscounting coins
- My scale is showing 'Below minimum weight'
- How do I use the auto-add and auto-scroll functions?
- How do I know my device is charged and ready to use?
- How do I activate and use bank settings?

Cashmaster **105**  
*sigma*

Cashmaster **170**  
*sigma*

Cashmaster **230**  
*omega*

## Issue:










***How do I switch on/off new bills and coins and check their weight values?***

## Solution:

***As new bills and coins are introduced, and old versions discontinued, you will want to enable or disable these in your Cashmaster counter's settings. You can also check the weight values for individual bills and coins easily. Just follow the instructions in this help sheet to complete these operations.***

If you are still having difficulties, or are unsure about bill or coin settings, you can contact one of our dedicated support teams who are on hand to help answer any queries you may have about your Cashmaster products. Please don't hesitate to [contact us](#).

1. Switching individual bills and coins on/off

- 1.1 While the unit is off, hold down the coins and bills  key and switch the unit on with the on/off  key.
- 1.2 The supervisor menu will now appear, press the arrow down  key to select **Scroll Settings (picture A below)**.
- 1.3 Press the c/plus  key to confirm selection.
- 1.4 Highlight the **Setting** you want to change/check, then press the c/plus  key to confirm selection **(picture B below)**.
- 1.6 Press the arrow down  key to select your denomination, then press the c/plus  key to change setting to Auto to enable, or Off to disable currency. When set to Manual, the denomination will not advance automatically. **(picture C below)**.
- 1.7 Press the bills and coins  key until you get back to the Supervisor Menu. You can use the bills and coins  key to exit from any settings screen and return to the previous screen.

**A**

Supervisor Menu
3) Set Float
4) Calibration
5) Stack Limits/Pack Tols
6) Scroll Settings








**B**

Scroll Settings Menu
Note Settings
Coin Settings
Coupon Settings
Token Settings

**C**

Scroll Settings	
\$100 Note	Off
\$50 Note	Off
\$20 Note	Auto
\$10 Note	Auto







## 2. Checking weight settings of individual coins and bills

- 2.1 After switch on has been completed, you can check the calibration weight of a specific denomination as follows. You need to return to the supervisor menu to do this. If your device is off, to access settings, follow instructions in point (1.1) above. Otherwise, press the coins and bills  key twice to return to supervisor menu.
- 2.2 Press the arrow up  key to **Calibration** and press c/plus  key.
- 2.3 Press the arrow down  key and highlight the **Settings** option required, then press the c/plus  key.
- 2.5 Press the arrow down  key to select your denomination then press the F  key.
- 2.6 Please check if the weight displayed is correct.











Call Customer Support at +1 877 227 4627 to obtain the correct weights.

If it is correct, power the unit off. If not, please continue below.

## 3. Changing the weight settings of individual coins and bills

- 3.1 Use the c/plus  key to highlight number to change.
- 3.2 Use the arrow   keys to set number values.
- 3.3 Set the correct weight.
- 3.4 Press the F  key to save.
- 3.5 Press the bills and coins  key to exit.
- 3.6 Power the unit off by pressing the on/off  key.

1. Switching individual coins and bills on/off

- 1.1 While the unit is off, hold down the minus  and plus  keys and switch the unit on with the on/off  key.
- 1.2 The supervisor menu will now appear, press the arrow down  key to select **Scroll Settings (picture A below)**.
- 1.3 Press the plus  key to confirm selection.
- 1.4 Select the **Setting** you want to change/check and press the plus  key to confirm selection **(picture B below)**.
- 1.6 Press the arrow down  key until your denomination is highlighted, then press the plus  key to change setting to Auto to enable or Off to disable currency. When set to manual, the denomination will not advance automatically. **(picture C below)**.
- 1.7 Press the  key until you get back to the supervisor menu.  
You can use the bills  key to exit from any settings screen and return to the previous screen.

**A**

Supervisor Menu	
3) Set Float	
4) Calibration	
5) Stack Limits/Pack Tols	
6) Scroll Settings	

**B**

Scroll Settings Menu	
Note Settings	
Coin Settings	
Coupon Settings	
Token Settings	

**C**

Scroll Settings	
\$100 Note	Off
\$50 Note	Off
\$20 Note	Auto
\$10 Note	Auto



## 2. Checking weight settings of individual coins and bills

2.1 After switch on has been completed, you can check the calibration weight of a specific denomination as follows. You need to return to the Supervisor Menu to do this.



If your device is off, to access settings, follow instructions in point 1.1 above.

Otherwise, press the bills  key to return to Supervisor Menu.

2.2 Press the arrow up  key to select **Calibration** then press plus  key.

2.3 Press the arrow down  key and highlight the **Settings** option required, then press the plus  key.

2.4 Highlight your currency and press the plus  key.

2.5 Press the arrow down  key to select the denomination you wish to enable/disable and then press the F  key.

2.6 Please check if the weight displayed is correct.

**Call Customer Support at +1 877 227 4627 to obtain the correct weights.**

If it is correct, power the unit off. If not, please continue below.

## 3. Changing the weight settings of individual coins and bills

3.1 Use the minus  and the plus  keys to highlight number to change.

3.2 Use the arrow   keys to set number values.












3.3 Set the correct weight.

3.4 Press the F  key to save.

3.5 Press the bills and coins  key to exit.

3.6 Power the unit off by pressing the on/off  key.

## 1. Switching individual coins and bills on/off

- 1.1 While the unit is off, hold down the minus  and plus  keys and switch the unit on with the on/off  key.
- 1.2 **Enter passcode** message will appear. Enter passcode **1111** when prompted.
- 1.2 The supervisor menu will now appear, press the arrow down  key to select **Scroll Settings (picture A below)**.
- 1.3 Press the plus  key to confirm selection.
- 1.4 Highlight the **Setting** you want to change/check, then press the plus  key to confirm selection **(picture B below)**.
- 1.4 Now you need to highlight **All modes** and press the plus  key.
- 1.6 Press the arrow down  key until your denomination is highlighted, then press the plus  key to change setting to Auto to enable or Off to disable currency. When set to manual, the denomination will not advance automatically. **(picture D below)**.
- 1.7 Press the  key until you get back to the supervisor menu.  
You can use the bills  key to exit from any settings screen and return to the previous screen.

**A**

Supervisor Menu	
3) Set Float	
4) Calibration	
5) Stack Limits/Pack Tols	
6) Scroll Settings	

**B**

Scroll Settings Menu	
Note Settings	
Coin Settings	
Coupon Settings	
Token Settings	

**C**

Scroll Settings	
\$100 Note	Off
\$50 Note	Off
\$20 Note	Auto
\$10 Note	Auto



## 2. Checking weight settings of individual bills and coins

2.1 After switch on has been completed, you can check the calibration weight of a specific denomination as follows. You need to return to the Supervisor Menu to do this.



If your device is off, to access settings, follow instructions in point 1.1 above.

Otherwise, press the bills  key twice to return to Supervisor Menu.

2.2 Press the arrow up  key to select **Calibration** then press plus  key.

2.3 Press the arrow down  key and highlight the **Settings** option required, then press the plus  key.

2.4 Highlight your currency and press the plus  key.


2.5 Press the arrow down  key to select the denomination you wish to enable/disable and then press the F  key.

2.6 Please check if the weight displayed is correct.

**Call Customer Support at +1 877 227 4627 to obtain the correct weights.**

If it is correct, power the unit off. If not, please continue below.

## 3. Changing the weight settings of individual bills and coins

3.1 Press the C  key.

3.3 Set the correct weight.

3.4 Press the enter  key to save.

3.5 Press the bills  key to exit.

3.6 Power the unit off by pressing the on/off  key.



# Global support

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